Funded by:

BUILDING CHANGES
END HOMELESSNESS TOGETHER

City of Seattle
Human Services
Department

Diversion Workgroup Members include:

BUILDING CHANGES
END HOMELESSNESS TOGETHER

COMMITTEE TO
END HOMELESSNESS
KING COUNTY

United Way
United Way of King County

CATHOLIC COMMUNITY SERVICES
OF WESTERN WASHINGTON

Partnering with:

Safe Harbors
Measuring the Extent of Homelessness in Seattle and King County

SHELTER DIVERSION PILOT

WASHINGTON FAMILIES FUND:

SYSTEMS INNOVATION GRANT

Program Guidelines for Shelter Diversion Pilot Project, updated 7/10/15

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Program Guidelines Purpose

The purpose of this document is to provide grantees with a high level background on the Shelter Diversion Pilot, and guidance on pilot model, process, data collection and reporting procedures. For specific details about the grant parameters, such as restrictions on use, please refer to the Washington Families Fund System Innovation Grant Agreement that each grantee signed.

Grant Background

DIVERSION OVERVIEW

Diversion is an emerging practice being tested in communities across the country used to divert families who are experiencing homelessness (who are currently unsheltered/living in a place not meant for human habitation) from emergency shelter when safe and appropriate, by providing individualized support BEFORE families enter the shelter system. Diversion programs assist families seeking shelter to identify immediate, alternate housing arrangements and, if necessary, connect them with services and financial assistance to help them obtain or return to housing.

Diversion provides an opportunity to assist those who are requesting homeless housing resources (e.g. shelter) in finding possible housing options outside of the traditional homeless system, ensuring that immediate and alternative arrangements are fully explored and supported while reserving shelter beds for those families that are the most vulnerable and have no other options.

Diversion services offer light-touch services with minimal financial assistance to families who are homeless, and whose housing options may likely include less-than-ideal housing situations. It does not necessarily ensure that families will have housing that meets the standard affordability standard (meaning housing where the household pays only 30 percent of their income toward housing costs), nor is it designed to eliminate poverty or housing mobility.

DIVERSION SERVICES

Diversion case managers will provide a combination of direct services and financial assistance to families for up to 30 days resulting in an alternate safe and stable housing arrangement. This removes the immediate need for additional homeless services including emergency shelter, rapid re-housing or transitional housing services.

Case managers will identify solutions and alternate housing arrangements to immediately resolve a family's housing crisis such as re-establishing lease terms with recent landlord or identifying a viable doubled-up situation with family or friends.

Additionally case managers will provide ongoing assessment for health and safety risks that may indicate diversion services are not an appropriate intervention. This includes situations when a family indicates they do not feel safe remaining in their current housing situation or that one or more members of their household have a chronic health or behavioral health condition that is being exasperated by their current housing situation.

For up to 30 days, case managers will provide diversion services to identify a viable housing solution for families. If within 30 days the family cannot identify a housing solution, or a newly identified safety and/or health risk impacts their ability to remain in their housing, the case manager will consult with Family Housing Connection to develop an appropriate next step for the family including a referral to rapid re-housing services or placement in an emergency shelter.

For more detailed information on the specific scope of work for diversion services, see section "Exhibit B- Scope of Work" of the Washington Families Fund: Systems Innovation Grant Agreement that each grantee signed or the FAQ section of these guidelines.

TARGET POPULATION

Homeless families whose housing situation has been assessed by 2-1-1 as being either unsheltered (i.e., living in places not meant for human habitation or in a non-participating shelter) or residing in a domestic violence shelter; and have been assessed by Family Housing Connection as being appropriate for Diversion services.

ELIGIBILITY FOR DIVERSION

All families who are eligible for FHC and come in for an initial assessment are eligible and will receive diversion services.

Any family that is referred to a partner agency for a deeper level of diversion services will be considered eligible with no additional requirements needed.

Diversion partner agencies are asked to maintain several openings at any given time in the FHC database, will receive referrals in rotating order between all four partner agencies, and are expected to serve all families referred for diversion from FHC.

ELIGIBLE PROGRAM ACTIVITIES AND FINANCIAL EXPENSES

The Diversion Pilot Model is structured to provide light-touch services and limited financial assistance to help families explore other possible options for securing housing outside of the traditional homeless housing resources (shelter).

These services include:

- Initial meeting with the family to brainstorm/explore possible non-traditional options
- Mediation and/or dispute resolution with previous landlords, family or friends
- Referrals to mainstream services or other community resources
- Post exit follow-up (up to 30 days)

The pilot is intended to offer very flexible financial assistance in order to allow creative solutions that may assist the family in obtaining housing and eliminating the need for shelter or other homeless housing resources.

Eligible financial assistance includes:

- Payment for background and credit checks
- Landlord fees
- Move-in costs (including deposit and first months rent; cost of moving truck; storage)
- Utility deposits and arrears
- Previous housing debt/rental arrears
- Transportation (including bus tickets for both local transportation and relocation)
- Grocery card
- Interpreter costs
- Fees for assistance securing ID's, birth certificates, social security cards
- Certifications or license fees related to school or employment
- Work or education related assistance
- Other types of financial costs that will help the family obtain housing

Data Collection

SAFE HARBORS HMIS SYSTEM OVERVIEW

Grantees will enter data into Safe Harbors' Homeless Management Information System (HMIS). Safe Harbors has excellent resources on their website at www.safeharbors.org. Grantees can find information on data quality tips, help desk contacts, and even data dictionaries for Universal and Program Specific Data Elements (HUD data standards reference guides). Building Changes will pull grantee data reports from Safe Harbors to satisfy family level reporting requirements.

Should grantees need to amend staff who have access to enter data into Safe Harbors, Safe Harbors must be contacted directly via the "Contact Information" section on the last page of this document. All Safe Harbors users will need to complete and submit the "User Responsibility & Code of Ethics Agreement" located on the Safe Harbors website in addition to any necessary training required. Safe Harbors staff can provide guidance on required trainings should grantees have any questions regarding what trainings to attend.

TYPES OF DATA COLLECTED

There are two main distinctions between the types of data collected; 1) what is required by HUD, and 2) Diversion specific activities.

HUD Required Data Elements

HUD requires the entry of two types of data elements:

1) **Universal data elements** that focus on demographics such as date of birth and race, and
2) **Program Specific data elements** that focus on elements such as employment and income.

Detailed descriptions of HUD required data elements are provided on Safe Harbors website and also hyperlinked in this document.

Diversion Data Elements

In addition to HUD required data elements, Building Changes also requires data entry on Diversion specific activities which is located in the "Services Provide" section of Safe Harbors. This section captures three types of data elements otherwise known as "Program Components" in Safe Harbors:

Reminder
*Don't forget to enter the **$$ dollar amount $$** of financial assistance provided.*

Reminder
*All activities **must** also have a **date** entered indicating when they were provided.*

1) **Services Provided** by the case manager:
   a. Date service was provided, and
   b. The type of service provided.

   The types of services case managers can choose from are:

   - Mediation and dispute resolution services
   - Housing placement
   - Other type of service *(NOTE: You must record what type of other service was provided in the description section online.)*

Important Note!
*Choose only the 1 or 2 referrals that had a **direct impact** on the family's ability to be diverted from shelter.*

2) **Referrals** made to mainstream services:
   a. Date referral was made, and
   b. The type of referral made.

   The types of referrals case managers can choose from are:

   - Basic needs (i.e., food, material goods)
   - Child care assistance or subsidy
   - Criminal justice and legal assistance
   - Education
   - Employment
   - Food stamps or Benefits Card (SNAP)
   - Medicaid
   - Mental health counseling
   - Money management counseling
   - Physical health
   - Substance abuse counseling
   - TANF Assistance
   - Utility bill payment assistance
   - Other type of referral *(NOTE: You must record what type of other type of referral was provided in the description section online.)*

Reminder
*If you choose "**other**" as an activity, you must also record what "other" was in the **description section**.*

3) **Financial Assistance** provided to families:
    a. Date the financial assistance was provided,
    b. The type of financial assistance provided, and
    c. The dollar amount.

The types of financial assistance case managers can choose from are:

- Background check payment assistance *(Note: Includes credit and criminal background check fees)*
- Certification/license fees related to employment
- Criminal justice and legal assistance
- Food card
- Interpreter payment assistance
- Landlord fees *(Note: Includes application fees, holding fees and any other administrative fees)*
- Moving cost assistance *(Note: Includes the cost of renting a moving truck and any supplies needed for moving such as boxes, tape or renting a dolly)*
- Rental assistance *(Note: Includes rental arrears)*
- Security deposit
- Transportation *(Note: Includes bus, train or plane tickets; gas cards; and car repairs)*
- Utility bill payment assistance *(Note: Includes utility arrears)*
- Work or education related materials
- Other type of financial assistance *(Note: Please record the type of financial assistance provided in the description field in Safe Harbors)*

Follow-Up (30 days post-exit)

It is also possible that families may return to the program seeking additional assistance. If this occurs within 30 day after exiting the program, the case manager will record services provided in the "Program Exit" section of Safe Harbors. There will be a "Follow Up" button in the upper right hand side of the screen, which you will click on. The "Follow Up" section captures all of the services that a case manager can provide in addition to referrals to mainstream services as "Activities."

It's important to note that financial assistance **cannot** be provided to families at follow-up.

4) **Follow-Up** provided to families:
    a. Date the service/referral was provided,
    b. The type of service/referral provided, and
    c. If the family was referred back to Family Housing Connection.

All services and referrals are provided in one large list and are the same services and referrals described above.

Important Note!
*Financial assistance **cannot** be provided at Follow-Up.*

If an "other" is chosen as an "Activity" from the drop down list, then the case manager must also answer "Follow up Questions" to record what the "other" service or activity is.

WHEN DATA ARE COLLECTED

Grantees will collect data from families when they enter and exit the Diversion pilot; and at follow-up if the family returns 30 days post program exit. The table below describes different types of data and the timeframe for which they are collected.

DATA TYPE	PROGRAM ENTRY	PROGRAM EXIT	FOLLOW-UP
HUD required data elements	X	X	
Diversion specific activities	X	X	
Follow-up specific activities			X

SAFE HARBORS' STEP-BY-STEP GUIDE FOR ENTERING DIVERSION SPECIFIC ACTIVITIES

As previously mentioned, Diversion specific activities are collected through the "Additional Questions" section in Safe Harbors. Safe Harbors has provided a step-by-step guide including screen shots that walks users through the process of entering data in this section. See Appendix A to view the step-by-step guide.

CONFIDENTIALITY

Building Changes will only receive de-identified data through Safe Harbor reports to satisfy grant reporting requirements and inform Learning Circles. Building Changes will not share grantee data unless mutually agreed upon by Building Changes and the grantee, data will only be provided in aggregate form.

For more detailed information around confidentiality see section "13. Privacy" of the Washington Families Fund: Systems Innovation Grant Agreement that each grantee signed.

Reporting Procedures

SAFE HARBORS GENERATED REPORTS

Building Changes and grantees will access reports through Safe Harbors' reporting feature. Reports generated will be used to satisfy grant reporting and to gain information to be used in Learning Circles. Reports will be pulled at a mutually agreed upon date.

Please note that reports may be changed to improve their use by grantees.

Ad Hoc Reports will provide information on:

- Basic demographics;
- Number of families served by diversion, referred to diversion partners, successfully diverted, and returned 30 days post-exit, referred back to Family Housing Connection;
- Types of services provided to families by case managers;

- Types of referrals to mainstream services;
- Types of financial assistance provided and the cost associated; and
- Types of services provided at follow-up.

NARRATIVE REPORTS

Grantees will provide Building Changes with narrative reports as identified in section "8. Reports" of the Washington Families Fund: Systems Innovation Grant Agreement that each grantee signed. Narrative reports specific to the grantee are provided as Exhibit D-2 in the grant agreement along with the schedule for required reports provided as Exhibit D.

Evaluation & Learning Activities

GOALS

This grant is exploratory in nature allowing Building Changes, the City of Seattle Human Services Department, partners, and grantees to learn more about the types of families being served by Diversion services, along with what types of services provided to families (i.e., services provided by the case manager, referrals made to mainstream services, and financial assistance provided), and what types of families return for additional services at follow-up and what types of services they need.

WHAT IS CONSIDERED A SUCCESSFUL DIVERSION?

For evaluation purposes, a family will be placed into three categories at program exit: 1) successfully diverted, 2) unsuccessfully diverted, and 3) not applicable. The categories are defined as follows:

1) **Successfully Diverted**
    a. Owned by client, no housing subsidy
    b. Owned by client, with housing subsidy
    c. Rental by client, no housing subsidy
    d. Rental by client, other (non-VASH) housing subsidy
    e. Rental by client, VASH Subsidy
    f. Staying or living with family, permanent tenure
    g. Staying or living with family, temporary tenure (e.g., room, apartment or house)
    h. Staying or living with friends, permanent tenure
    i. Staying or living with friends, temporary tenure (e.g., room, apartment or house)

2) **Unsuccessfully Diverted**
    a. Emergency shelter, including hotel or motel paid for with emergency shelter voucher
    b. Foster care home or foster care group home
    c. Hospital (non-psychiatric)

d. Hotel or motel paid for without emergency shelter voucher
e. Jail, prison, or juvenile detention facility
f. Permanent housing for formerly homeless persons (such as SHP, S+C, or SRO Mod Rehab)
g. Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
h. Psychiatric hospital or other psychiatric facility
i. Safe Haven
j. Substance abuse treatment facility or detox center
k. Transitional housing for homeless persons (including homeless youth)

3) Not Applicable

a. Deceased
b. Don't know
c. Other
d. Refused

LEARNING CIRCLES

Grantees will participate in Learning Circles initiated by funders where Safe Harbors data will be used to better understand:

- The types of families being served through the Diversion Pilot,
- The types of service provided by case managers,
- The types of referrals being made to mainstream services,
- How Financial Assistance is being used, and
- The type of families returning at follow-up and their identified needs.

Additionally, Learning Circles provide an opportunity for peer learning and will help identify areas where Building Changes can support grantees through capacity building to ensure the success of the grant.

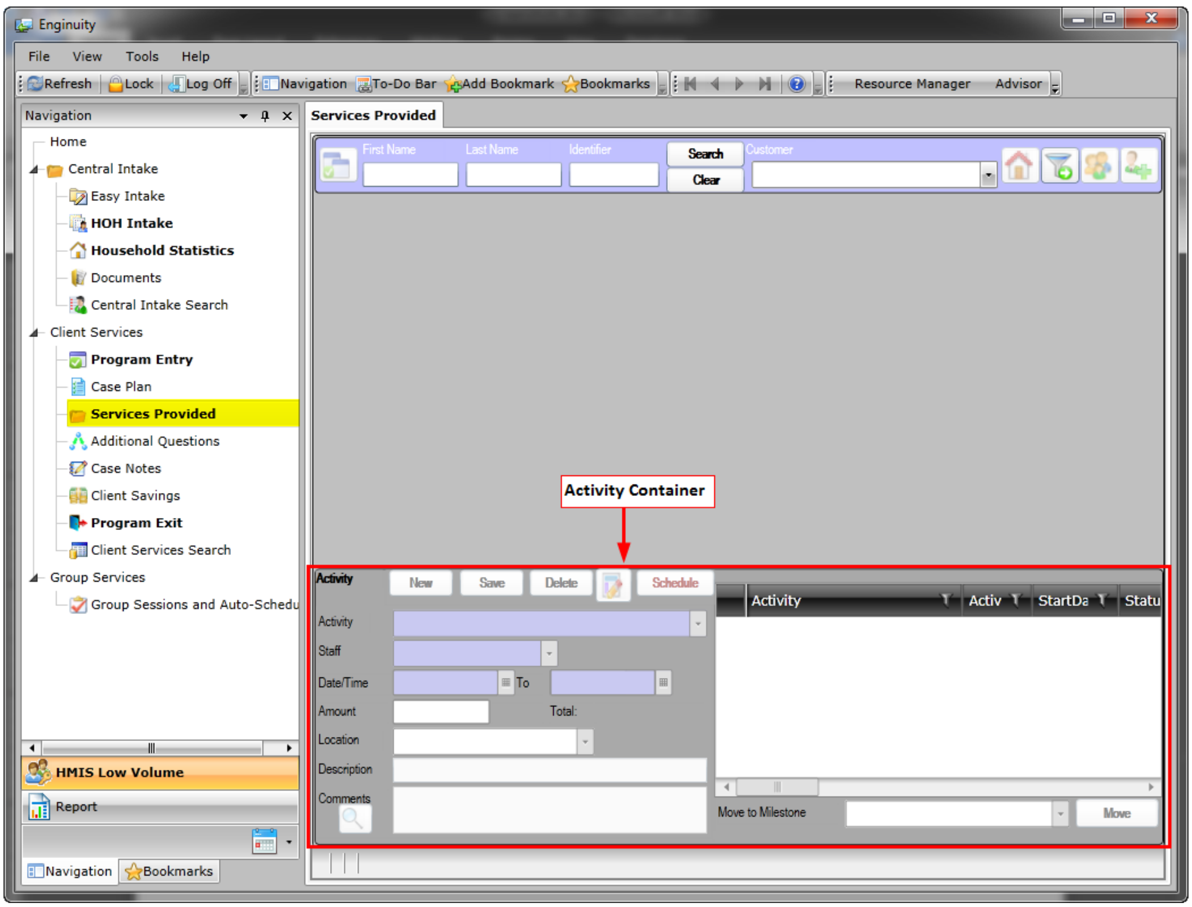
Appendix A: Step-By-Step Guide to Data Entry

Diversion Pilot Guide

This section was authored by Safe Harbors and provides you with a step-by-step guide to entering data. Should you have any questions about any section in Appendix A, please contact Safe Harbors directly at the number provided on the contact page.

The standard Services Provided page in HMIS has only one container visible on the page – the Activity container.

Figure 1.

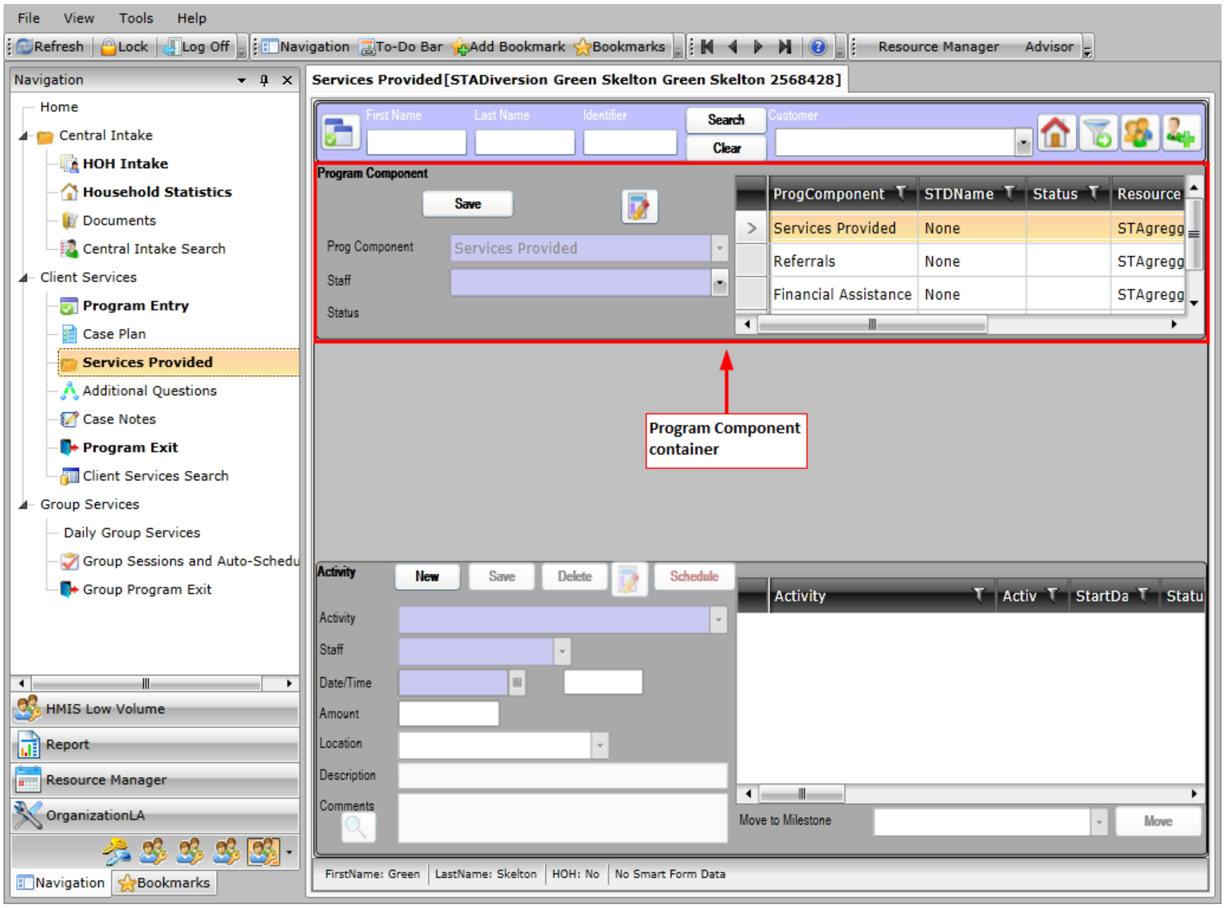


For Diversion, another container has been made visible. Diversion Programs use multiple types of Services (Referrals, Services Provided, Financial Assistance, Follow-up). In order to reduce the number of Programs required to keep each Service type discreet, each Diversion Program has been created with multiple Program Components. A Program Component can be thought as a sub-Program.

The use of a Program Component adds only one step to the process for providing a service. By choosing a Program Component, you are able to designate the Service type.

The Program Component container is shown in Figure 2.

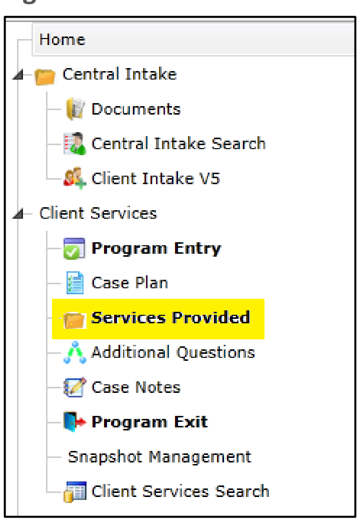
Figure 2.



Providing Services

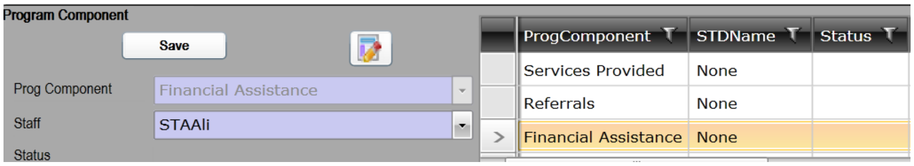
1. Select the "Services Provided" page (see Figure 3).

Figure 3.



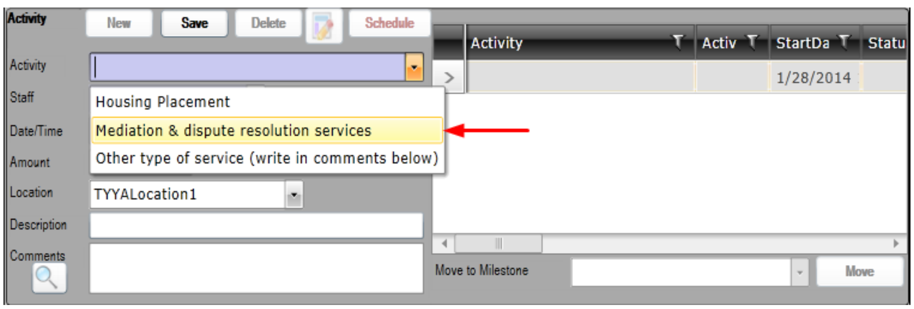
2. In the grid on the right, select the Program Component that corresponds to the service type. In the example below, the service type is Financial Assistance
NOTE: There is no need to use the **Save** button.

Figure 4.



3. Select the New button in the Activity container and assign the **Activity** (Service) as usual.

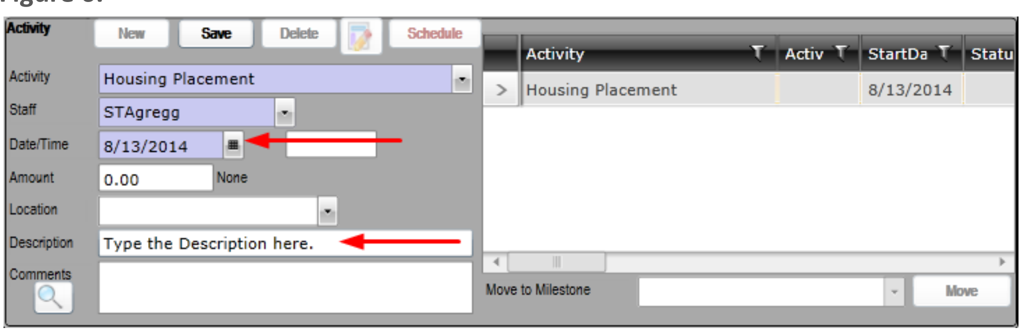
Figure 5.



4. Complete the Service by entering a **Date**. If you choose a Service that is an **"Other type of service"** please provide a brief description of what the "other" service is in the **Description.** For all other services, please leave the Description section blank. If the Program Component called Financial Assistance is chosen, an **Amount** will also need to be entered.

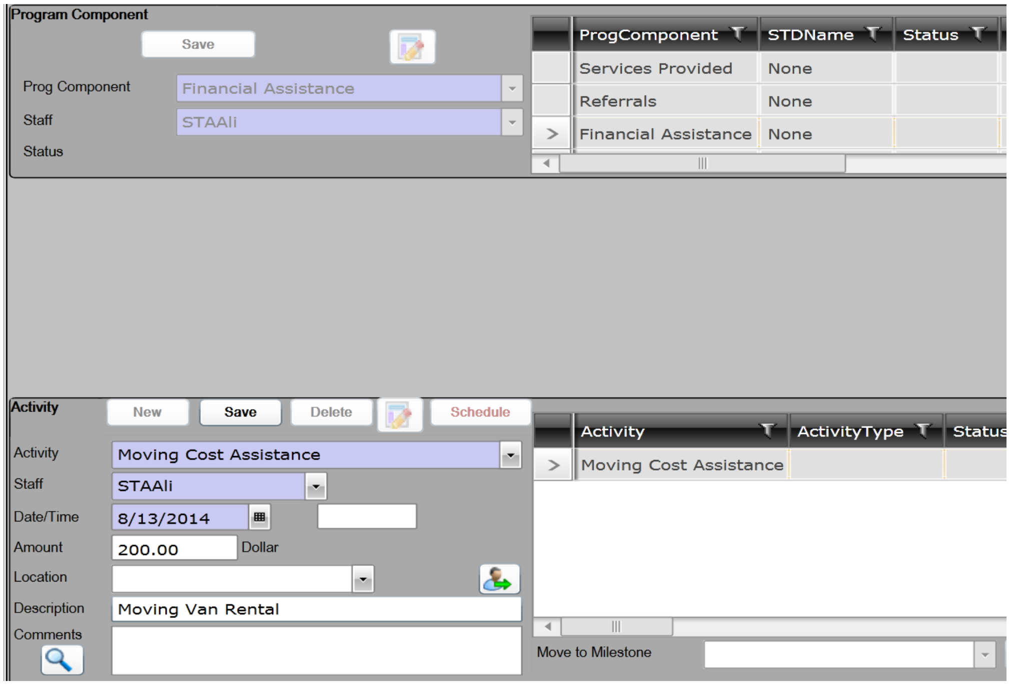
> ***Important Note!***
> *If you choose an **"other" option in the Activity field**, don't forget to provide a **brief description** of what "other" is in the **Description field**.*

Figure 6.



5. Select **Save**.

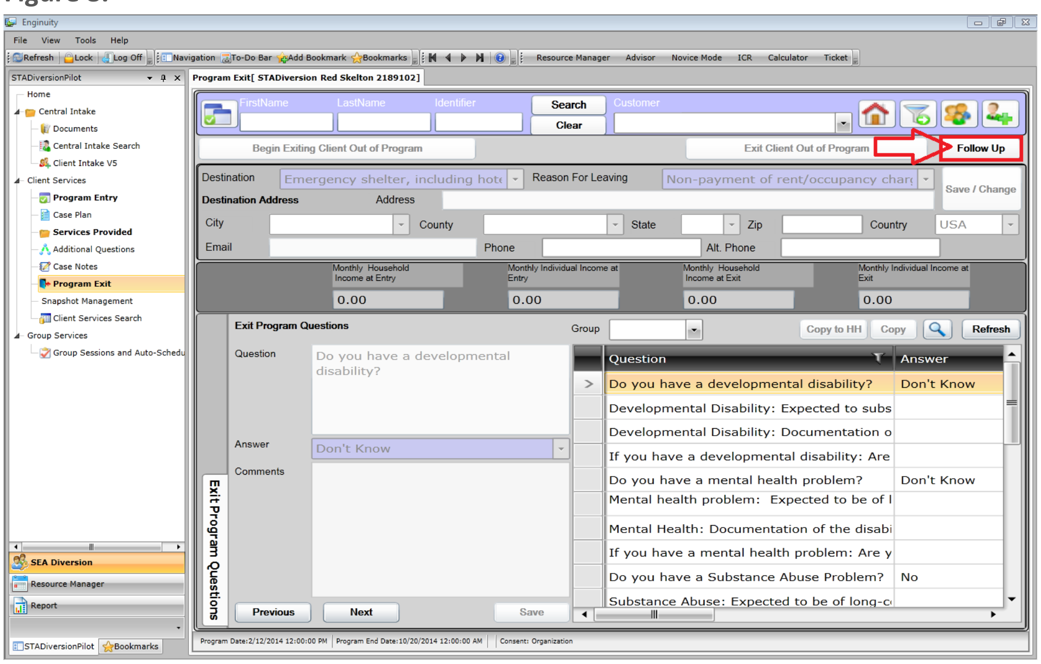
Figure 7. Completed Service Entry example



Follow-up Questions

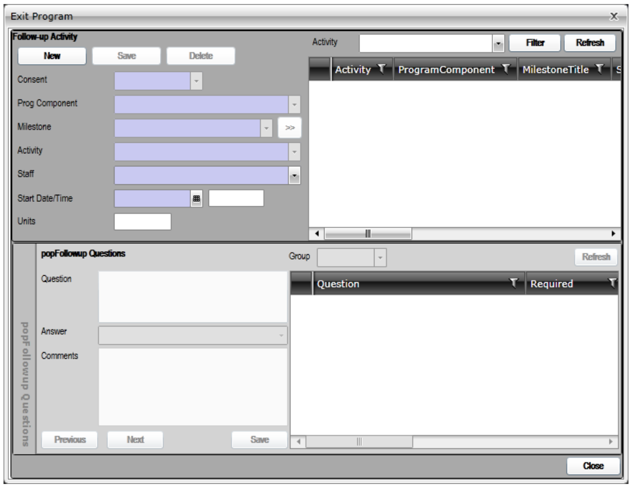
Clients may return for additional assistance within 30 days of their exit from the Program. In order to record any referral of services received at that time, the **Follow Up** function can be used. **The Follow Up** button is found on the **Program Exit** page.

Figure 8.



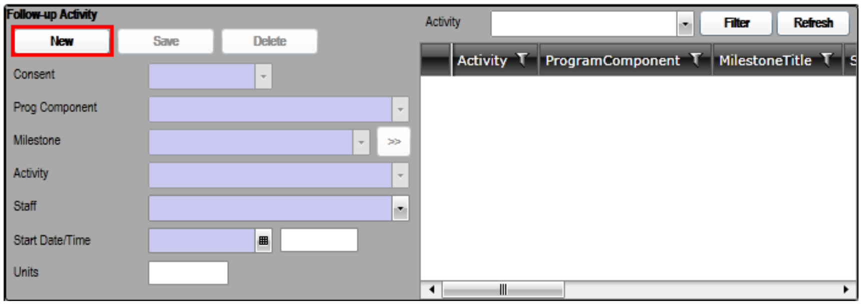
An additional set of Services and questions has been added to collect information about any referrals or services.

1. Click the **Follow Up** button and a pop up pane will appear.
   Figure 9.

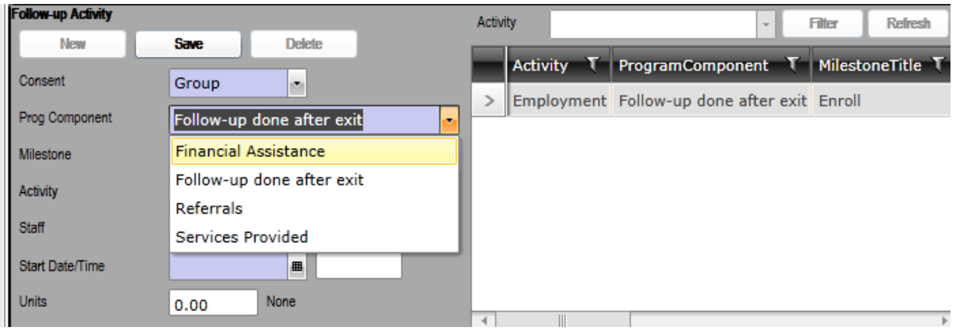


2. In the **Follow-up Activity** container, select the **New** button.

   Figure 10.

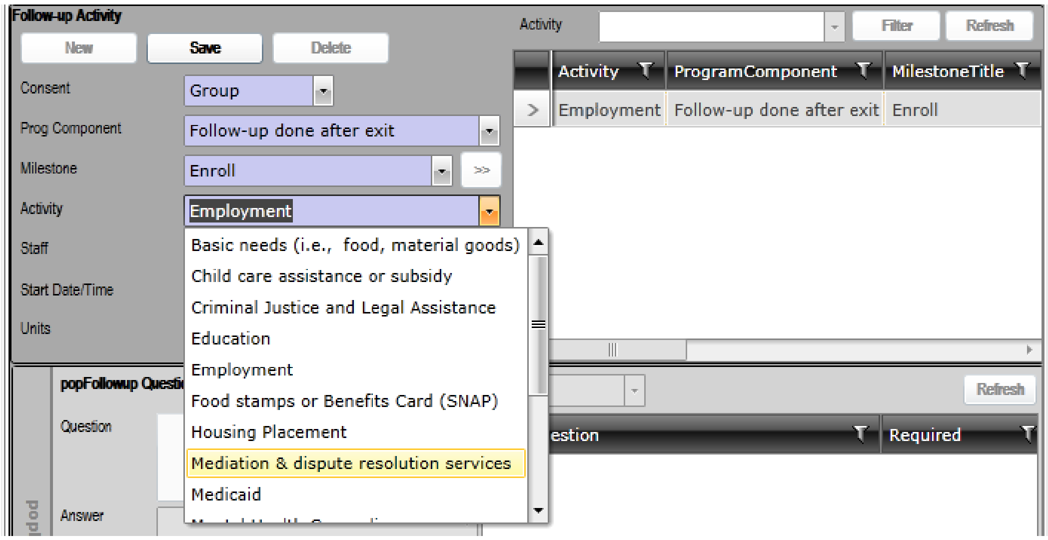


3. Select the **Follow-up done after exit** Program Component (**Prog Component**).
   NOTE: Only the **Follow-up done after exit** Program Component has Activities.
   Figure 11.



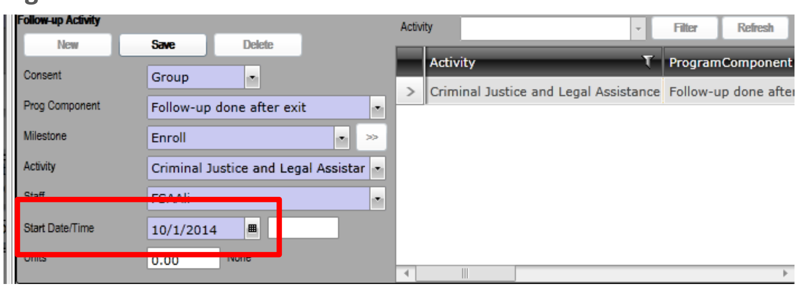
4. Select the **Activity** from the drop down list.

Figure 12.



5. Enter the date on which the Referral or Activity (Service) was received.

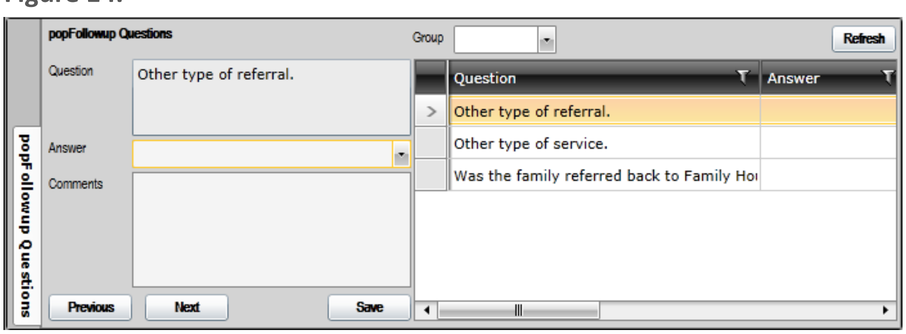
Figure 13.



6. Select **Save.**

7. If applicable, answer the questions that appear in the **Follow-up Questions** container. If the Activity "Other" is selected, use these questions to indicate what type of Activity is provided.

Figure 14.



8. Select **Save.**

Appendix B: Step-by-Step Guide to Posting & Responding to Referrals in FHC Database (updated 5.8.14)

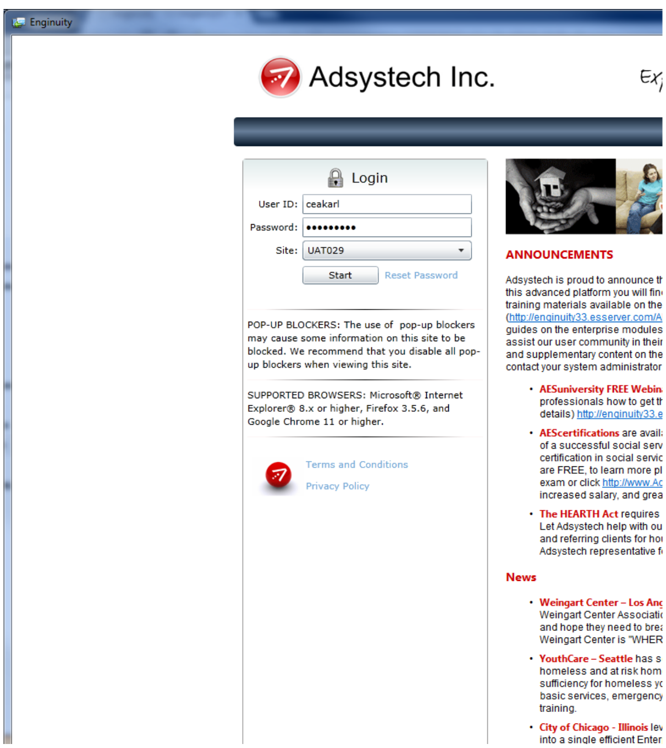
In order to post, receive and respond to referrals from FHC, agency intake coordinators should follow the following steps:

Getting Started

- If you are downloading the database for the first time: http://www.ccsfhc.org/for-providers/reports/
- For questions and set-up support, please contact Karl Jenkinson: Karlj@ccsww.org or 206.328.5920

Logging In

Figure 1.



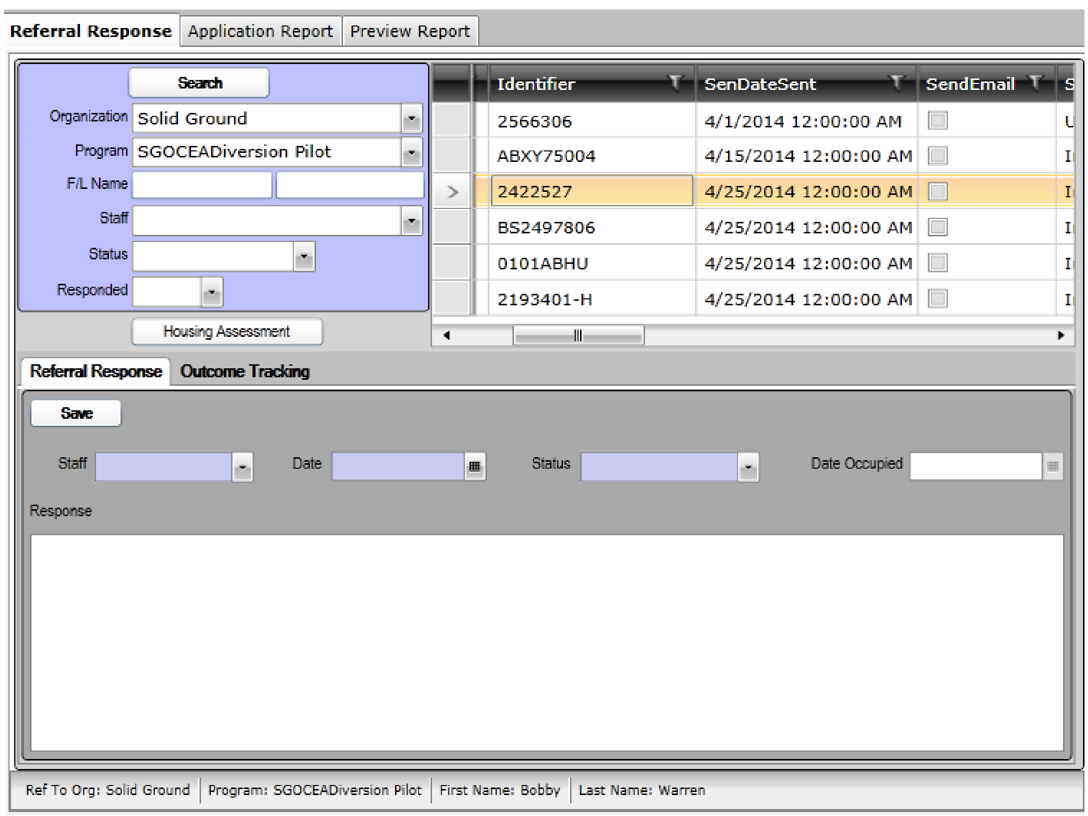
NOTE: As of May 12, 2014, agencies no longer need to enter a resource opening in to the FHC database. As new families are identified through FHC for diversion partner services, referrals will be sent to each of the four agencies on a rotating basis via the database.

STEP 1: When a referral is sent to an agency, the primary agency contact will receive an email notification that a referral has been sent.

STEP 2: Retrieving Referrals

- Go to **"Referral Response"** tab
- In Organization drop down, select your agency
- In Program drop down, select your Diversion program ("**Diversion Pilot**")
- Highlight the family in the right-hand grid
- Click the **"Housing Assessment"** button at the bottom of the blue screen
- Note: you will not receive a full "assessment" as part of the referral, however you will still need to click on the "housing assessment"; you will see the family's most recent contact information in the **"Household/Demographics"** table as well as notes from the FHC Diversion Specialists.

Figure 3.

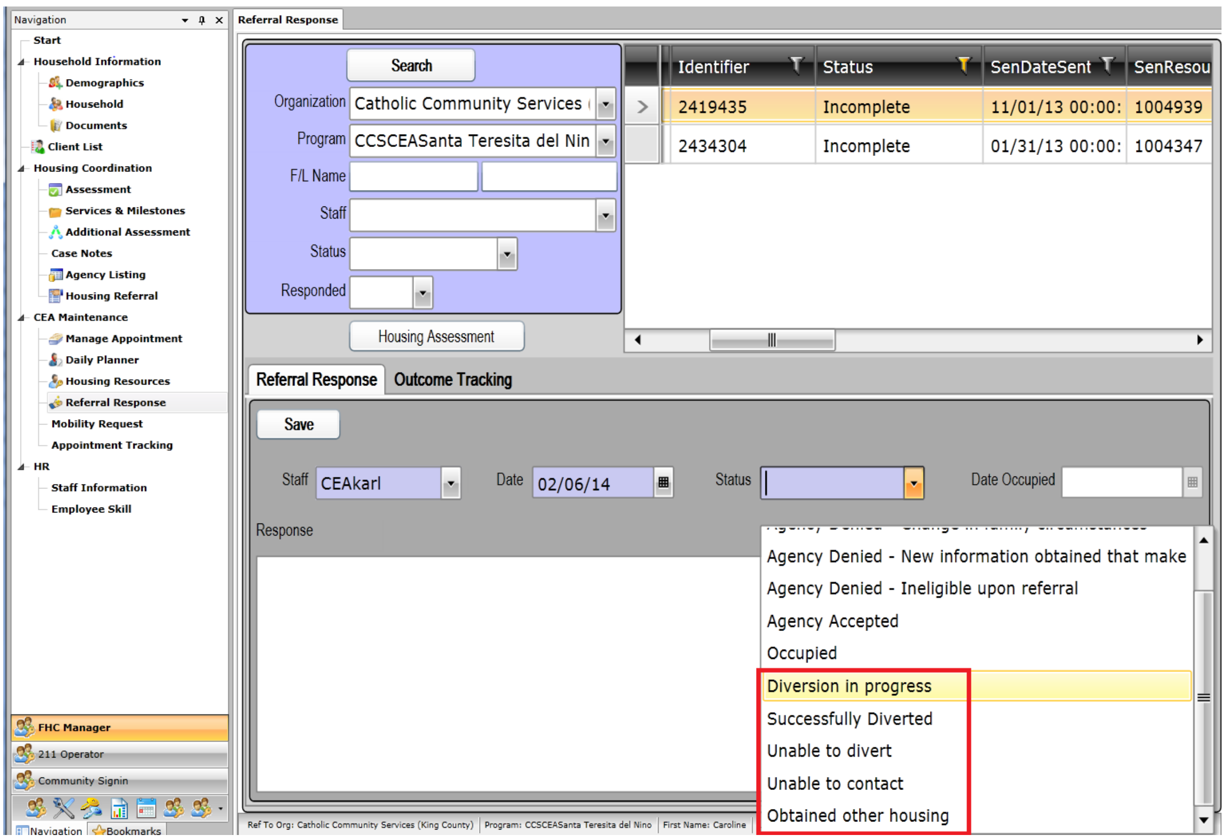


STEP 3: Updating Outcomes

- Go to **"Referral Response"** tab

- In the drop downs, select your agency and your Diversion program
- Highlight the family on the right-hand grid
- Select the appropriate **staff** person who is entering the update
- Enter the **date** of the outcome
- Select the appropriate "**Diversion outcome"** (see Diversion Outcome options)
- Enter any additional information or notes in the **"Response"** field
- Click **"Save"** button

Figure 4.



Diversion Outcome Response Options

When entering an outcome for your referral, please select from one of the following response options only:

- **Diversion in Progress:** Agency and family are working together, exploring diversion opportunities. ***This option/response should be updated as soon as you begin to work with the family*.**
- **Successfully Diverted*:** Family has obtained housing and will not be added to the FHC placement roster.
- **Unable to Divert:** Diversion is not an option at this time. The family will return to FHC to complete the housing assessment.
- **Unable to Contact:** Provider is unable to reach the family after the referral was sent. The family will need to call 2-1-1 to make a new appointment with FHC to complete a housing assessment.
- **Obtained Other Housing:** Family identified housing on their own and is not in need of diversion or FHC support.

ALL REFERRAL OUTCOMES MUST BE UPDATED AS SOON AS THE ACTION OCCURS. IF YOU HAVE QUESTIONS ABOUT WHICH OUTCOME OPTION IS APPROPRIATE, CONTACT FHC FOR GUIDANCE.

*Note: At the 5/1/14 Learning Circle it was decided that agencies will enter “Successfully Diverted” when the family has moved in to their housing situation AND when you are exiting them from Safe Harbors (within 3 days of actual move-in).

Appendix C: Frequently Asked Questions

1. **I'm working with a family that needs extra time to find a new apartment. Do I have to stop providing Diversion services after 30 days?**
   If you haven't been able to identify a housing solution with a family within 30 days, they should be referred back to FHC. If you are able to identify a housing solution within 30 days, you may continue to work with the family to implement the solution for more than 30 days if needed.

2. **Do I need to conduct an inspection if I'm using Diversion funds to assist a family?**
   You need to conduct an inspection if a family member will become a lease holder through Diversion. Use the inspection forms provided in your City of Seattle Homelessness Prevention contract.

3. **May I provide financial assistance to assist a family that wants to move to Pierce County?**
   Yes. You may help families secure housing outside of the City of Seattle through the Diversion Pilot Program. If you're providing out-of-area relocation assistance, the family must have a stable place to stay for at least 30 days.

4. **Can more than one month of rent assistance be provided through Diversion?**
   If a family will need more than a deposit/move-in assistance and one month of rent assistance, then they may be a better candidate for the Rapid Rehousing program. See FAQ #21 for determining if a family should be shifted to Rapid Rehousing.

5. **If I try to divert a family, will they lose their place on the FHC placement roster?**
   No. If a family is not successfully diverted they will return to the placement roster and retain their original date. If you have questions about where a family is on the roster, you may contact the referral supervisor at FHC.

6. **Do I need to update a family's status in FHC's database after our first meeting?**
   Yes. As soon as you have your first appointment with a family, please update their status to "diversion in progress" if you are going to attempt diversion or "unable to be diverted" if diversion won't be an option (this is what triggers the family to reactivated on the FHC waiting list for available shelter). Once you finish working with a family, please change their status to "successfully diverted" or "unable to be diverted." *If Diversion isn't successful and the family's status isn't changed to "unable to be diverted," they could miss the opportunity to be placed into shelter through FHC!*

7. **I have a question about the eligibility of a family that was referred to my agency for Diversion. Who should I contact for assistance?**
   All members of the Diversion Funders Group have an open door and are excited to hear questions and feedback. However, billing and contract specific questions should go to Nick Codd of Building Changes. Program and policy questions should generally be directed to Courtney Velazquez of the City of Seattle. Courtney will share first-time program policy questions with the Diversion Funder's Group.

8. **If a family has participated in Diversion, can they also participate in my agency's Homelessness Prevention Program?**
   Homelessness Prevention and Diversion are separate programs. You should not enroll a family in Diversion if they will not be able to sustain housing without ongoing rent assistance. If a family is successfully diverted and later experiences a new housing emergency, Prevention services may be an option. Contact Joy Hunt, Contract Specialist for City of Seattle Homelessness Prevention Contracts, to discuss the family's circumstances before enrolling a family that has been through the Diversion Pilot in your agency's Prevention program.

9. **Do I need to verify a family's income before providing Diversion services?**
   No. Any literally homeless family referred for Diversion by FHC may participate in the program. You do not need to verify their income before providing services.

10. **Am I required to house families in units below Fair Market Rent?**
    No. It is a best practice to try to help families find affordable units, but there is no Fair Market Rent requirement for the Diversion Pilot.

11. **I'm working with a family who would like to be reunited with relatives living out-of-state. Is Greyhound the only transportation option?**
    Not necessarily. Families should generally use whichever option (bus, train or plane) is most cost effective. If the costs are comparable, please consult the family to determine which transportation option best meets their needs. If a family member has a medical condition that makes travel difficult, or there are other extenuating circumstances, it may sometimes be appropriate to choose a more expensive travel option. Please contract Nick Codd or Joy Hunt with questions about specific cases.

12. **One of the families I'm working with is moving into a new apartment and a member of the household will be the lease holder. Do I need to conduct a unit inspection if the apartment is outside of the City of Seattle?**
    You need to conduct a unit inspection if a family is moving into a unit anywhere in King County. If a family is moving outside of King County, please reach out to at least two local government agencies or nonprofits to ask if a member of their team is available to conduct the inspection. If a local partner is not available to do the inspection, a landlord or property manager may complete the unit inspection as a last resort.

13. **Do I need to do a Safe Harbors entry for all clients who are referred to my agency for Diversion, or just for the clients who are successfully diverted?**
    Everyone you attempt to divert should be entered into HMIS (regardless of whether Diversion is successful). However, if you meet with a family and decide not to attempt Diversion, then you do not need to enter them into HMIS.

14. **When should Diversion participants be exited from Safe Harbors?**
    Please exit families from Safe Harbors within three days of being "housed" – when they actually move in to their housing, move in with family/friends, get on a bus to relocate, etc. It is appropriate to wait for the 3 days after move-in to make sure the situation is going to work out and to provide any additional financial assistance the family may need to stay housed.

15. **Are there any reports I can run in Safe Harbors to check my data entry for Diversion?**
    There are 2 Diversion-specific ad hoc reports in HMIS that can be used to check your data:
    a) Diversion Main Report (provides demographic information)
    b) Diversion Services Report (provides information on services received by participants)

    Instructions for running the Diversion ad hoc reports:
    - In HMIS, go to Reports.
    - In the Reports navigation tree, select 'Inventory' under the heading 'AdHoc Report'
    - In the tab labeled 'AdHocReport[Inventory]' in the 'Category' field, select 'All' from the pull down, then click the 'Search' button
    - The names of ad hoc reports will display in the tab
    - To run the ad hoc reports, click on the name of the report that is listed in the 'Report Name' column, then click the 'Display' button
    - When the report results have finished displaying, export the results to Excel format

16. **We have a number of Diversion clients who do not have any household items (furniture, dishes, cleaning supplies, etc.). Can those items be purchased through Diversion?**
    Basic household items may be provided through the Diversion program. This could include an appointment with Sharehouse, or other low-cost options. Assistance purchasing any needed household items should be provided as soon as families secure housing so that families have access to the needed items and can be exited from the Diversion program quickly.

17. **I'd like to pay for a background check to help a family I'm attempting to Divert apply for housing. If the family's housing application isn't ultimately approved and Diversion isn't successful, will my agency still be eligible for reimbursement?**
    Yes. You may be reimbursed for limited expenses directly tied to the housing search process, such as background checks and interpretation fees, even if Diversion is not ultimately successful.

18. **A new family has been referred to my agency for Diversion. Are there any expectations regarding how quickly I should make contact with the family? Also, what's the best way to get up-to-speed on their situation before our first meeting?**
    It is expected that partner agencies will call families within 72 hours of referral. FHC staff will use the case notes feature to give an overview of each families' situation prior to referral. If case notes are not provided or if other client information appears to be missing, please email the families' identifier to Emily Harris-Shears of FHC.

19. I work at FHC, and I'm diverting a family to a partner agency. How do I best describe Diversion to families without making commitments on the partner agency's behalf?

FHC staff should focus on the range of things Diversion can potentially do to assist families. In general, staff should say things like, "it sounds like the agency I'm referring you to may be able to help you with that…" rather than making specific commitments.

20. What do I do if a family that was unable to divert returns to my agency and wants to work with me again?

There are two scenarios that would require different responses:

a) The family was unable to divert and they were referred back to FHC. FHC contacts the family to **start the housing assessment**, but the family says no, they still want to do Diversion.

-- FHC contacts the Agency Case Manager with whom the family last worked and then sends the family back to work with you.

b) The family was unable to divert, referred back to FHC, and FHC **completed the housing assessment**. The family contacts you and says that they want to do Diversion again.

-- Inform the family that they should contact FHC and tell FHC that they want to be taken off the housing list and that they want to do Diversion again. FHC will refer the family to the Wellspring Non-pilot Diversion program.

21. When is it appropriate to shift a family from Diversion to Rapid Rehousing? What is the procedure for making this shift?

Shifting a family from Diversion to Rapid Rehousing should only occur after Diversion has been explored as an option. Even families with "high" barriers to housing have been diverted successfully; there isn't a set group of criteria that determines if a family will or won't be successful in diversion. Success in Diversion is defined as safe, stable housing that the family can maintain.

If Diversion has been explored and it is clear that the family would not succeed with one-time assistance, the case manager and supervisor may consider shifting a family to Rapid Rehousing. In order to be transferred from Diversion to Rapid Rehousing, the family must have a housing plan that can be achieved and the housing plan must specify that additional short-term assistance is needed for the family to obtain safe, stable housing that can be maintained.

Note: Any family who might be successful with one-time assistance should remain in Diversion. The possible shift to Rapid Rehousing should only be considered where the family has an achievable housing plan, but one-time assistance is not sufficient to end the family's homelessness. If the family does not have an achievable housing plan in place and Diversion would not be successful, then the family should be referred back to FHC.

Exit procedure for shifting a family from Diversion to Rapid Rehousing:

- In FHC, select "Successfully Diverted" as the outcome; then enroll the family in "Rapid Rehousing."

- In Safe Harbors, exit the family to "Rental by client, other (non-VASH) ongoing housing subsidy."

22. How much financial assistance is available for a family that is re-referred to Diversion from FHC (the family had been in Diversion before and was exited)?

A family that is re-referred to Diversion based on an informed, updated referral from FHC is considered "new" and financial assistance of up to $2,500 is available to assist them. The family must be able to build or expand upon their previous housing plan in order to develop their new housing plan.

Contact Information

If you have any questions about the HMIS data collection or reporting for this **Building Changes** Washington Families Fund Systems Innovation Grant, please contact Nick Codd directly at 206.805.6133 or nick.codd@buildingchanges.org.

If you are experiencing any technical difficulties with **Safe Harbors**, please contact the Safe Harbors Help Desk (Monday through Friday between 8:00am and 4:30pm) at 206.386.0030 or SafeHarborsHMISHelp@Seattle.gov. Additional information can also be found on Safe Harbors' website at www.safeharbors.org.

If you need support or assistance with the **FHC referral database**, please contact:
Database questions – Karl Jenkinson at Karlj@ccsww.org or 206.328.5920
General Diversion referral questions – Danielle Winslow at DanielleWi@ccsww.org or 206.328.5703.

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